

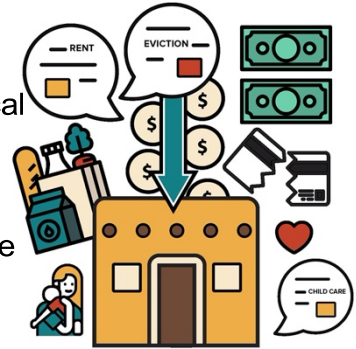


## Financial Navigator Initiative: Quarterly Impact Report

January 1, 2021 – March 31, 2021.

### About the Financial Navigators Initiative.

The City of Albuquerque has partnered with the national nonprofit, Cities for Financial Empowerment Fund, and local nonprofits, the NM Dream Team and the NM Coalition to End Homelessness, to help Burquenos deal with the financial impact of COVID-19. **Financial Navigators** provide remote triage assistance in helping clients navigate critical financial priorities and connecting them to social services and other resources by referral.



### Community Members Sought Help.

During each session, clients and Financial Navigators collaboratively identify specific actions that clients could take to address their area(s) of need. **13%** of sessions have been completed in Spanish by our fully bilingual **Financial Navigators**.



### Many Needed Help with Rent a Utilities.

Overall, **257 topics were discussed** during these sessions (an average of 2 topics per session). The most frequently discussed topics included the following:



**36%**  
Renter's  
assistance



**19%**  
Utilities  
hardship



**15%**  
Food/grocery  
assistance



**5%**  
Job search and  
skill building



**4%**  
Elderly  
services



**17%**  
Other

## Who Requested Help from the Financial Navigators?

A demographic and geographic overview of those who completed a session with a Financial Navigator is shown below.



**55%**  
Had income  
under \$15,000



**80%**  
Had income  
under \$35,000



**45%**  
Were under age 45



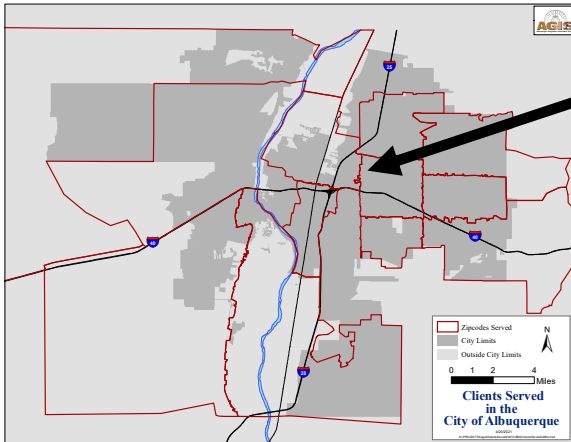
**64%**  
Had children the  
household



**55%**  
Were unemployed



**22%**  
Were unbanked



90% of clients  
served live in  
the City of  
Albuquerque

10% of clients  
served live  
outside City  
limits

## Next Steps and Plans for the Future

The City of Albuquerque's Financial Navigator program will continue to develop more nonprofit partner relationships and expand marketing efforts to reach and help as many residents as we can. We'd like to thank you for continuing to connect your clients with Financial Navigators using our intake form, <https://finnav.org/interest-abq>. Your referrals have helped hundreds of residents receive guidance on financial hardships and ensuring access to resources available to them. Please continue to share this resource with your colleagues, clients, community members, family, and friends. Thank you for your continued support and partnership on this program!

For more information contact Isez Roybal: [ijroybal@cabq.gov](mailto:ijroybal@cabq.gov) / 505-768-4543

**Schedule a Session Today**  
[www.cabq.gov/FINNAV](http://www.cabq.gov/FINNAV)